

Old #	Standard	ACADEMIC		
		AA		SPEAKING AND LISTENING
AA004	Demonstrates competence in speaking to provide, distribute, or find information	AA	1	Utilize effective verbal and non-verbal communication skills
AA006	Adapts listening strategies to utilize verbal and nonverbal content of communication			
AA005	Demonstrate competence in making oral formal and informal presentations, including selecting and using media	AA	2	Participate in conversation, discussion, and group presentations
		AA	3	Communicate and follow directions/procedures
		AA	4	Communicate effectively with customers and co-workers
		AB		READING AND WRITING
		AB	1	Locate and interpret written information
		AB	2	Read and interpret workplace documents
		AB	3	Identify relevant details, facts, and specifications
ED005	Write steps of an occupational process in using sentences and statements as appropriate	AB	4	Record information accurately and completely
AA003	Demonstrates competence in writing and editing documents using correct grammar and punctuation	AB	5	Demonstrate competence in organizing, writing, and editing using correct vocabulary, spelling, grammar, and punctuation
ED001	Organize materials with a logical flow			
		AB	6	Demonstrate the ability to write clearly and concisely using industry specific terminology
		AC		CRITICAL THINKING AND PROBLEM SOLVING
AA002	Demonstrate competence in using various information sources, including knowledge-base and technical texts, to	AC	1	Utilize critical-thinking skills to determine best options/outcomes (e.g., analyze reliable/unreliable sources of information, use previous experiences, implement crisis management, develop contingency planning)
EE001	Explain the value of applying a problem-solving system	AC	2	Utilize innovation and problem-solving skills to arrive at the best solution for current situation
EE002	Apply a system of problem solving			

EE003	Identify opportunities for applying problem solving techniques			
		AC	3	Implement effective decision-making skills
		AD		MATHEMATICS
AB001	Adds, subtracts, divides, multiplies whole and mixed numbers, fractions, and decimals	AD	1	Perform basic and higher level math operations (e.g., addition, subtraction, multiplication, division, decimals, fractions, units of conversion, averaging, percentage, proportion, ratios)
AB002	Uses a calculator to add, subtract, divide, multiply whole and mixed numbers, decimals, and calculate square root, calculate percentages, ratios and formulas			
AB003	Uses a calculator to add, subtract, divide, multiply whole and mixed numbers, decimals, and calculate square root			
AB004	Mentally adds, subtracts, divides, and multiplies whole numbers			
AB019	Uses calculators to add, subtract, multiply, divide and to calculate formulas			
AB005	Understands and applies basic and advanced methods of measurement	AD	2	Solve problems using measurement skills (e.g., distance, weight, area, volume)
AB011	Estimates and rounds to determine estimated outcomes	AD	3	Make reasonable estimates
AB008	Construct charts, tables and graphs	AD	4	Use tables, graphs, diagrams, and charts to obtain or convey information
AB017	Solves problems and generates conclusions using deductive reasoning	AD	5	Use deductive reasoning and problem-solving in mathematics
		AE		FINANCIAL LITERACY
		AE	1	Locate, evaluate, and apply personal financial information
		AE	2	Identify the components of a budget and how one is created
		AE	3	Set personal financial goals and develop a plan for achieving them

		AE	4	Use financial services effectively
		AE	5	Demonstrate ability to meet financial obligations
		AF		INTERNET USE AND SECURITY
		AF	1	Recognize the potential risks associated with Internet use
		AF	2	Identify and apply Internet security practices (e.g., password security, login, logout, log off, lock computer)
		AF	3	Practice safe, legal, and responsible use of technology in the workplace
		AG		INFORMATION TECHNOLOGY
AC003	Uses computers for information processing	AG	1	Use technology appropriately to enhance professional presentations
		AG	2	Demonstrate effective and appropriate use of social media
		AG	3	Identify ways social media can be used as marketing, advertising, and data gathering tools
		AH		TELECOMMUNICATIONS
EC004	Maintain computer records	AH	1	Select and use appropriate devices, services, and applications to complete workplace tasks
		AH	2	Demonstrate appropriate etiquette when using e-communications (e.g., cell phone, e-mail, personal digital assistants, online meetings, conference calls)
				EMPLOYABILITY
		EA		POSITIVE WORK ETHIC
EA003	Same Verbiage	EA	1	Demonstrate enthusiasm and confidence about work and learning new tasks
EA001	Demonstrate consistently puntual arrival	EA	2	Demonstrate consistent and puntual attendance
EA002	Document regular attendance			
EA006	Demonstrate the ability to complete tasks on time and accurately	EA	3	Demonstrate initiative in assuming tasks
		EA	4	Exhibit dependability in the workplace
ED002	Interpret and clarify directions prepared by others	EA	5	Take and provide direction in the workplace
EA011	Follow directions and procedures			
		EA	6	Accept responsibility for personal decisions and actions
		EB		INTEGRITY
		EB	1	Abide by workplace policies and procedures
		EB	2	Demonstrate honesty and reliability
EB003	Identify good ethical characterisitcs and behaviors	EB	3	Demonstrate ethical characteristics and behaviors
EB004	Differentiate between good and poor business ethics			

EB008	Maintain confidentiality and sensitivity of company information	EB	4	Maintain confidentiality and integrity of sensitive company information
		EB	5	Demonstrate loyalty to the company
		EC		SELF-REPRESENTATION
EA004	Demonstrate appropriate dress and hygiene for successful employment	EC	1	Demonstrate appropriate dress and hygiene in the workplace
		EC	2	Use language and manners suitable for the workplace
EA005	Demonstrate the ability to act in a polite and respectful way towards co-workers	EC	3	Demonstrate polite and respectful behavior toward others
		EC	4	Demonstrate personal accountability in the workplace
		EC	5	Demonstrate pride in work
		ED		TIME, TASK, AND RESOURCE MANAGEMENT
EC001	Plan and manage work schedules	ED	1	Plan and follow a work schedule
EA013	Same Verbiage	ED	2	Work with minimal supervision
		ED	3	Work within budgetary constraints
EB005	Match employee responsibilities to employer expectations	ED	4	Demonstrate ability to stay on task to produce high quality deliverables on time
		EE		DIVERSITY AWARENESS
EB006	Define discrimination, harassment and equity	EE	1	Recognize diversity, discrimination, harassment, and equity
EB007	Demonstrate non-discriminatory behaviors			
		EE	2	Work well with all customers and co-workers
EB002	Identify the characteristics of a diverse workforce	EE	3	Explain the benefits of diversity within the workplace
		EE	4	Explain the importance of respect for feelings, values, and beliefs of others
		EE	5	Identify strategies to bridge cultural/generational differences and use differing perspectives to increase overall quality of work
		EE	6	Illustrate techniques for eliminating gender bias and stereotyping in the workplace
		EE	7	Identify ways tasks can be structured to accommodate the diverse needs of workers
		EE	8	Recognize the challenges and advantages of a global workforce
		EF		TEAMWORK

EB001	Recognize the difference between a team environment workplace and a conventional workplace	EF	1	Recognize the characteristics of a team environment and conventional workplace
ED008	Identify components of group dynamics			
		EF	2	Contribute to the success of the team
ED004	Understand team concepts	EF	3	Demonstrate effective team skills and evaluate their importance in the workplace (e.g., setting goals, listening, following directions, questioning, dividing work)
ED007	Identify various group dynamics			
ED009	Apply facilitation skills in a group setting			
		EG		CREATIVITY AND RESOURCEFULNESS
		EG	1	Contribute new ideas
		EG	2	Stimulate ideas by posing questions
		EG	3	Value varying ideas and opinions
		EG	4	Locate and verify information
		EH		CONFLICT RESOLUTION
		EH	1	Identify conflict resolution skills to enhance productivity and improve workplace relationships
		EH	2	Implement conflict resolution strategies and problem-solving skills
		EH	3	Explain the use of documentation and it's role as a component of conflict resolution
		EI		CUSTOMER/CLIENT SERVICE
		EI	1	Recognize the importance of and demonstrate how to properly acknowledge customers/clients
EC005	Identify possible actions that may lead to customer dissatisfaction	EI	2	Identify and address needs of customers/clients
EC008	Identify possible actions that may be used to correct customer dissatisfaction			
		EI	3	Provide helpful, courteous, and knowledgeable service
ED003	Communicate with customers	EI	4	Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, e-mail, website)
ED006	Select appropriate communication methods			
		EI	5	Identify techniques to seek and use customer/client feedback to improve company services
EC006	Identify the ways that the level of customer satisfaction may affect company success	EI	6	Recognize the relationship between customer/client satisfaction and company success

EC007	Explain the importance of a business reputation			
		EJ		ORGANIZATIONS, SYSTEMS, AND CLIMATES
EC009	Explain the effect of quality on profit	EJ	1	Define profit and evaluate the cost of conducting business
		EJ	2	Identify "big picture" issues in conducting business
		EJ	3	Identify role in fulfilling the mission of the workplace
		EJ	4	Identify the rights of workers (e.g., adult and child labor laws and other equal employment opportunity laws)
		EJ	5	Recognize the chain of command, organizational flow chart system, and hierarchy of management within an organization
		EK		JOB ACQUISITION AND ADVANCEMENT
EA007	Demonstrate the ability to make career decisions	EK	1	Recognize the importance of maintaining a job and pursuing a career
		EK	2	Define jobs associated with a specific career path or profession
		EK	3	Identify and seek various job opportunities (e.g., volunteerism, internships, co-op, part-time/full-time employment)
EA008	Prepare a resume and letter of application or interest	EK	4	Prepare a resume, letter of application, and job application
EA009	Fill out an application for employment			
		EK	5	Prepare for a job interview (e.g., research company, highlight personal strengths, prepare questions, set-up a mock interview, dress appropriately)
EA010	Participate in an employment interview	EK	6	Participate in a job interview
		EK	7	Explain the proper procedure for leaving a job
		EL		LIFELONG LEARNING
		EL	1	Acquire current and emerging industry-related information
		EL	2	Demonstrate commitment to learning as a life-long process and recognize learning opportunities
		EL	3	Seek and capitalize on self-improvement opportunities
		EL	4	Discuss the importance of flexible career planning and career self-management
		EL	5	Employ leadership skills to achieve workplace objectives (e.g., personal vision, adaptability, change, shared vision)
		EL	6	Recognize the importance of job performance evaluation and coaching as it relates to career advancement
EA012	Accept constructive criticism	EL	7	Accept and provide constructive criticism
		EL	8	Describe the impact of the global economy on jobs and careers
		EM		JOB SPECIFIC TECHNOLOGIES
		EM	1	Identify the value of new technologies and their impact on driving continuous change and the need for life-long learning

		EM	2	Research and identify emerging technologies for specific careers
		EM	3	Select appropriate technological resources to accomplish work
		EN		HEALTH AND SAFETY
		EN	1	Assume responsibility for safety of self and others
		EN	2	Follow safety guidelines in the workplace
		EN	3	Manage personal health and wellness
		OCCUPATIONAL		
		OA		CAREER PATHS WITHIN THE FACILITIES MANAGEMENT AND MAINTENANCE AREAS
OA001	Same Verbiage	OA	1	Determine the roles and functions of individuals engaged in facilities management and maintenance careers
OA002	Same Verbiage	OA	2	Explore opportunities for employment and entrepreneurial endeavors
OA003	Same Verbiage	OA	3	Examine education and training requirements and opportunities for career paths in facilities management and maintenance
OA004	Same Verbiage	OA	4	Examine the impact of facilities management and maintenance occupations on local, state, national, and global economies
		OB		PLANNING, ORGANIZING, AND MAINTAINING AN EFFICIENT HOUSEKEEPING OPERATION
OB001	Same Verbiage	OB	1	Design housekeeping standards and procedures
OB002	Same Verbiage	OB	2	Operate cleaning equipment and tools
OB003	Same Verbiage	OB	3	Manage use of supplies
OB004	Same Verbiage	OB	4	Maintain building interior surfaces, wall coverings, fabrics, furnishings, and floor surfaces
OB005	Same Verbiage	OB	5	Perform cleaning based on established standards
OB006	Same Verbiage	OB	6	Design energy-efficient methods
OB007	Same Verbiage	OB	7	Demonstrate quality services which exceed the expectations of customers
		OC		SANITATION PROCEDURES FOR A CLEAN AND SAFE ENVIRONMENT
AC001	Same Verbiage	OC	1	Know the environmental impact of materials (e.g., solid, liquid, gaseous)
OC001	Same Verbiage	OC	2	Examine the various types of cleaning methods and their environmental effects
OC002	Same Verbiage	OC	3	Examine federal and state regulations regarding the handling, use, and storage of chemicals
OC003	Same Verbiage	OC	4	Apply Occupational Safety and Health Administration (OSHA) regulations to situations in which blood-borne pathogens exist and need to be labeled
OC004	Same Verbiage	OC	5	Execute a pest control system appropriate for the facility
OC005	Same Verbiage	OC	6	Apply Centers for Disease Control (CDC) standards
OC006	Same Verbiage	OC	7	Apply the Americans with Disability Act (ADA) regulations
AC012	Same Verbiage	OC	8	Identify acids and bases
AC011	Same Verbiage	OC	9	Identify organisms such as bacteria and fungi
		OD		HAZARDOUS MATERIALS AND WASTE MANAGEMENT PROCEDURES
OD001	Same Verbiage	OD	1	Carry out federal, state, and other regulations regarding waste management
OD002	Same Verbiage	OD	2	Demonstrate a waste minimization plan
OD003	Same Verbiage	OD	3	Practice a recycling program for conservation of resources
OD004	Same Verbiage	OD	4	Record hazardous situations accurately and communicate to appropriate authorities

OD005	Same Verbiage	OD	5	Determine procedures for safely handling and storing hazardous materials and waste products
OD006	Same Verbiage	OD	6	Demonstrate safe disposals of pesticides
AC004	Same Verbiage	OD	7	Describe and explain chemical reactions related to contamination
AC006	Same Verbiage	OD	8	Understand the effect of chemicals on humans and plants
AC007	Same Verbiage	OD	9	Describe and explain chemical reactions, including inhibitors
		OE		WORK ENVIRONMENT THAT PROVIDES SAFETY AND SECURITY
OE001	Same Verbiage	OE	1	Design procedures for external and internal emergencies
OE002	Same Verbiage	OE	2	Prepare security procedures
OE003	Same Verbiage	OE	3	Demonstrate safe procedures in the use, care, and storage of equipment
OE004	Same Verbiage	OE	4	Apply safety and security procedures as required by Occupational Safety and Health Administration (OSHA) and other agencies
OE005	Same Verbiage	OE	5	Apply procedures for infection control
OE006	Same Verbiage	OE	6	Examine concepts of epidemiology
AC005	Same Verbiage	OE	7	Use common laboratory equipment and procedures
		OF		APPROPRIATE LAUNDERING PROCESSES
OF001	Same Verbiage	OF	1	Examine the functions of machines and equipment used in laundry operations
OF002	Same Verbiage	OF	2	Demonstrate laundry procedures
OF003	Same Verbiage	OF	3	Apply procedures for the selection of textiles, chemicals, and equipment associated with laundry
OF004	Same Verbiage	OF	4	Apply regulations regarding laundry/linen systems
		OG		FACILITIES MANAGEMENT FUNCTIONS
OG001	Same Verbiage	OG	1	Demonstrate quality customer service which exceeds expectations
OG002	Same Verbiage	OG	2	Examine the elements involved in staff planning, recruiting, interviewing, and selecting of employees
OG003	Same Verbiage	OG	3	Design staff schedule
OG004	Same Verbiage	OG	4	Conduct orientation, regular training/education, and on-the-job training/retraining
OG005	Same Verbiage	OG	5	Apply work measurement techniques
OG006	Same Verbiage	OG	6	Apply principles of purchasing and receiving in facility management operations
OG007	Same Verbiage	OG	7	Implement inventory procedures and maintain receipts and disbursement records
EC002	Maintain receipts and disbursements records			
OG008	Same Verbiage	OG	8	Apply accounting principles in planning and forecasting profit and loss
OG009	Same Verbiage	OG	9	Implement a marketing plan
AB013	Same Verbiage	OG	10	Identify the application of statistical processes
AC008	Same Verbiage	OG	11	Describe and explain series and parallel, circuits, generators, and transformers
AC009	Same Verbiage	OG	12	Describe and explain heat conduction/convection, insulation and cooling requirements, radiant heating, and temperature
AC013	Same Verbiage	OG	13	Describe fluid and hydraulic systems
EC009	Same Verbiage	OG	14	Explain the effect of quality on profit
EC010	Same Verbiage	OG	15	Identify the effects of continuous quality improvement

		OH		CAREER PATH WITHIN THE HOSPITALITY, TOURISM, AND RECREATION INDUSTRIES
OH001	Same Verbiage	OH	1	Determine the roles and functions of individuals engaged in hospitality, tourism, and recreation careers
OH003	Same Verbiage	OH	2	Examine education and training requirements and opportunities for career paths in hospitality, tourism, and recreation
OH004	Same Verbiage	OH	3	Examine the impact of hospitality, tourism, and recreation occupations on local, state, national, and global economies
EB005	Same Verbiage	OH	4	Match employee responsibilities to employer expectations
		OI		PROCEDURES APPLIED TO SAFETY, SECURITY, AND ENVIRONMENTAL ISSUES
OI001	Same Verbiage	OI	1	Examine the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries
OI002	Same Verbiage	OI	2	Demonstrate ability to ensure customer safety
OI003	Same Verbiage	OI	3	Manage evacuation plans and emergency procedures
OI004	Same Verbiage	OI	4	Examine utilization of resources and ways to conserve them
OI005	Same Verbiage	OI	5	Design a system for documenting and investigating reports related to safety, security, and environmental issues
AC002	Analyzes and evaluates environmental issues			
		OJ		CONCEPTS OF SERVICE TO MEET CUSTOMER EXPECTATIONS
OJ001	Same Verbiage	OJ	1	Practice service methods which exceed the expectations of customers
OJ002	Same Verbiage	OJ	2	Determine the relationship between employees' attitudes and actions and customer satisfactions
OJ003	Same Verbiage	OJ	3	Employ strategies for resolving complaints
OJ004	Same Verbiage	OJ	4	Measure the impact customer relations have on success of the hospitality
OJ005	Same Verbiage	OJ	5	Measure the impact customer relations have on the needs of special populations
		OK		PRACTICES AND SKILLS INVOLVED IN LODGING OCCUPATIONS
OK001	Same Verbiage	OK	1	Demonstrate front desk skills
OK002	Same Verbiage	OK	2	Perform cash handling, accounting, and financial transactions
OK003	Same Verbiage	OK	3	Manage convention, meeting, and banquet support functions
OK004	Same Verbiage	OK	4	Apply basic skills in food and catering services
OK005	Same Verbiage	OK	5	Manage use, care, maintenance, and storage of equipment, tools, and supplies
OK006	Same Verbiage	OK	6	Apply facility services skills
OK007	Same Verbiage	OK	7	Apply time and work management to facility services tasks
OK008	Same Verbiage	OK	8	Perform appropriate work roles within the sales and marketing division
		OL		PRACTICES AND SKILLS FOR TRAVEL RELATED SERVICES
OL001	Same Verbiage	OL	1	Examine geography, climate, sites, and time zones of various regions and countries
OL002	Same Verbiage	OL	2	Examine customs of various regions and countries
OL003	Same Verbiage	OL	3	Inspect food, beverage, and etiquette for various regions and countries
OL004	Same Verbiage	OL	4	Assemble information needed for domestic and international travel
OL005	Same Verbiage	OL	5	Produce travel documents and itineraries

OL006	Same Verbiage	OL	6	Check travel arrangements using computerized systems
		OM		MANAGEMENT OF RECREATION, LEISURE, AND OTHER PROGRAMS AND EVENTS
OM001	Same Verbiage	OM	1	Coordinate client inquiries and requests
OM002	Same Verbiage	OM	2	Design themes, time lines, budgets, agendas, and itineraries
OM003	Same Verbiage	OM	3	Organize locations, facilities, suppliers, and vendors for specific services
OM004	Same Verbiage	OM	4	Prepare for distribution of event materials
OM005	Same Verbiage	OM	5	Demonstrate skills related to promoting and publicizing events
OM006	Same Verbiage	OM	6	Manage programs and events for specific age groups or populations